

Guidance for Pharmacy Primary Care Network (PCN) Lead Representatives



Thank you for expressing an interest to represent Community Pharmacy within your local Primary Care Network (PCN). Your enthusiasm is appreciated, as a strong Community Pharmacy voice within each PCN is essential.

The Pharmacy Quality Scheme in 2019-20 will require:

- Individual pharmacies must demonstrate that their Pharmacy, and all of the other Pharmacies within the PCN footprint who wish to engage with a PCN, have agreed a collaborative approach to engaging with their PCN. This approach must include agreement on a single channel of communication by appointing a named lead representative for all of the Community Pharmacies who wish to engage with their PCN in the PCN footprint.
- The Pharmacy PCN Lead must have provided their name to the Local Pharmaceutical Committee (LPC) in which the PCN lies and must have demonstrable evidence that they have started the engagement process with the PCN, i.e. they have made initial contact with the Clinical Director for the PCN either by contacting them through correspondence (post/email) or by arranging a meeting with them or by meeting them. All pharmacies claiming for this domain must submit the name of their appointed Pharmacy PCN Lead and the Pharmacy name and ODS code. **NB please do not contact your PCN Clinical Director directly – once all Pharmacy PCN leads have been appointed the LPC will support you in how to approach the PCN Clinical Director. They are currently being inundated with emails.**
- The Pharmacy PCN Lead must declare:
 - that they are the appointed Pharmacy Lead for that PCN;
 - the name of the PCN;
 - that they have notified this to the LPC in which the PCN lies;
 - evidence of having started the engagement process with the PCN, as outlined above.

Pharmacy PCN Lead Role and Key Responsibilities:

- provide leadership for the Community Pharmacies in the PCN to help them collaboratively develop and implement an approach to engagement with the PCN;
- work closely with the key members of staff of the other Pharmacies in the PCN to discuss, understand and be able to describe how Community Pharmacy can support the PCN to achieve local targets, aligned to national NHS priorities;
- develop relationships and work closely with the PCN Clinical Director, other Pharmacy PCN Leads, clinical leaders of other primary care, health and social care providers, local commissioners, the Local Medical Committee and the LPC; and
- manage any conflicts of interest and maintain the confidentiality of any PCN information shared with them on a confidential basis.

Suggested job description is available [here](#).

Principles for a PCN representative:

1. **Representation** – your role at the PCN meetings will be to represent Community Pharmacy for the whole area covered by the PCN;
2. **Professionalism** – you will be the Community Pharmacy representative and must ensure your behaviour and actions uphold the high standards of our profession;
3. **Positivity** – you need to be positive, but realistic, in your approach. PCNs are about moving forward and looking together at how the local system can improve the health and wellbeing of patients;
4. **Vision** – you need to be aware of the current vision and direction for Community Pharmacy and be aware of the PCN and what it hopes to achieve;
5. **Communication** – with Community Pharmacy Sheffield (CPS) will be essential so that the LPC are able to feedback to the other Pharmacies in the PCN locality;
6. **Attendance** – you will be expected to attend some virtual, or face to face PCN meetings; and
7. **Feedback** – you will be expected to provide feedback, share intelligence and network with other Community Pharmacy PCN leads and CPS;
8. **Support** – to have the support of your employer and other pharmacies in the PCN area.

Governance for a PCN Representative:

The Pharmacy PCN Lead must be able to take an objective view and approach to potential opportunities for Community Pharmacy that they may become aware of or arise as the appointed lead and share this detail with the LPC and the rest of the Pharmacies who have appointed them. Unless specific delegated responsibilities for decision making on behalf of the appointing Contractors within the PCN is given, the lead must always revert to the Contractors to seek a view on any proposals that result from discussions with the PCN leadership. Additionally, any view by the body of Contractors within the PCN, working with their Pharmacy PCN Lead, cannot require action be taken by an individual Contractor, without their specific agreement to take such action.

They must not use this information in a way that would lead to sole or preferential personal or business gain or gain by their employer. Opportunities for Community Pharmacy Service Development should be discussed with the LPC, which may wish to take forward discussions with the PCN, as the Local Representative Body for Pharmacy Contractors.

Funding for work with PCNs:

Funding will be available through the Pharmacy Quality Scheme. Contractors must meet one of the quality criteria listed in the PCN domain to be able to claim payment for this domain. The funding is intended to support coming together in a local area and for Pharmacy PCN leads to be released from other work to achieve this.

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Meeting this domain is worth:

- 22.5 points and has a value of between £1,440 – £2,880 for a Pharmacy PCN lead; or
- 12.5 points and has a value of between £800 – £1,600 for a non-Pharmacy PCN lead

Feeding back on PCN meetings

Feedback should be sent to Community Pharmacy Sheffield following every PCN meeting using this [form](#). Feedback from your meetings is important; please ensure that you provide feedback following every PCN meeting.

The LPC's role in supporting you:

Community Pharmacy Sheffield will support you and other Pharmacists representing Community Pharmacy at PCN meetings. The support provided will evolve as the PCNs develop, but our aim is to:

- Act as a key point of contact for advice/support;
- Induction training and briefing for new PCN leads;
- Provide policy information and guide rails for local discussion;
- Help with trouble shooting/problem solving;
- Help with data interpretation/analysis;
- Review feedback (from meeting feedback forms) and share information when appropriate;
- Share information between each representative and facilitate networking opportunities so that we can learn from each other.

Once a Pharmacy PCN Lead is appointed, we will be able to support you to contact the Clinical Director in your PCN. The LPC will be co-ordinating some initial training, development and networking opportunities for PCN leads and how to begin the engagement with PCNs. You should be available to attend a daytime event to be confirmed in January 2020.

The PQS requires that the Pharmacy PCN Lead must have made initial contact with the Clinical Director for the PCN either by contacting them through correspondence (letter or email) or by arranging a meeting with them or by meeting them.

Your primary contact at Community Pharmacy Sheffield is Susie Coates, Support Manager. Susie can help advise on the local process, questions or if problems arise who can be reached by emailing: susie.coates@sheffieldlpc.co.uk or calling **07939 560 641**.

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Next Steps:

For those that want to put themselves forward as the Pharmacy PCN Lead to make yourself known to the other Pharmacies in your PCN area by emailing a completed [expression of interest form](#) around the Local Pharmacies and copying in Community Pharmacy Sheffield by emailing susie.coates@sheffieldpc.co.uk by **Friday 22 November 2019**.

You will find information on the Pharmacies in your PCN including email addresses on this [spreadsheet](#).

The next step will involve you helping to organise a short informal meeting for local Contractors at PCN level to discuss and agree a pharmacy PCN lead ideally by the 13 December 2019 (to avoid the Christmas period). This needs to be at a time when most people can attend and your we would recommend a neutral inclusive venue, such as a café or other community social space.

See [here](#) for a draft agenda you could use for the meeting.

Due to the potential practical challenges of finding a time and date for a meeting when all Contractor Representatives can be present, all expressions of interest should be considered, rather than just those candidates at the meeting; the inability to attend a meeting on a specific date should not rule out eligible candidates from being considered for appointment by the contractors in a PCN.

If there is more than one candidate for the Pharmacy PCN lead, and an agreement cannot be reached at the meeting, the LPC can help you organise a vote of Contractors, which could be undertaken by email – each contractor would have one vote for each NHS Contract in the PCN area. Please contact Susie: susie.coates@sheffieldpc.co.uk.

Further information/resources:

- NHS England PCN and integrated care pages:
<https://www.england.nhs.uk/gp/gp/v/redesign/primary-care-networks/>
<https://www.england.nhs.uk/integratedcare/>
- PSNC PCN page and resources page: <https://psnc.org.uk/the-healthcare-landscape/primary-care-networks-pcns/>

<https://psnc.org.uk/the-healthcare-landscape/primary-care-networks-pcns/pcn-resources-and-guidance/>
- Primary care home: community pharmacy integration and innovation (National Association of Primary Care)
- Information on the national vision for the development of community pharmacy services:

<https://psnc.org.uk/psncs-work/psnc-vision-and-work-plan/>
- Information about Sheffield PCNs and local support resources (NB this area of our website is still being developed): <https://psnc.org.uk/sheffield-lpc/community-pharmacy-2016-and-beyond/primary-care-networks-pcns/local-support-for-pcn-engagement/>